



JOB DESCRIPTION

Title: **I.S. TECHNICIAN**
Department: Information Systems
Class Code: 3270
FLSA Status: Non-Exempt
Effective Date: November 1, 1992 (Rev. 07/2006)
Grade Number: 15

GENERAL PURPOSE

Under general supervision of the Network Administrator, oversees all operations of the AS/400, general purpose servers, telephone system, and related peripherals to achieve and maintain a high level of service to all users. Performs complex computer and telephone systems operations.

EXAMPLE OF DUTIES

- *-- Nortel phone system administrator performing phone and phonemail maintenance and moves, adds and changes. Maintains problem log; places and coordinates repair calls, provides follow-up to insure problems are resolved in a timely and acceptable fashion.
- *-- Provides the first level of Help desk responsibilities. Receives calls provides first level response. Logs calls into CA helpdesk software. Directs logged calls to next level of assistance.
- *-- Performs all of the duties of a computer operator on installed computer servers and systems, which includes all application, network, UNIX and RAS (remote application) servers.
- *-- Department records retention specialist and coordinator; develop and implement policies and procedures for Murray City MIS department records.
- *-- Upon direction of Information Systems Director, requisitions and purchases all hardware, software, computer related equipment and supplies; maintains and processes all equipment inventory and maintenance records.
- *-- Implements and oversees the creation and maintenance of the Disaster Plan including application system documentation.
- *-- Reviews system and operations documentation to insure completeness and timeliness and that documentation conforms to established standards.

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- *-- Thoroughly reviews and approves the result of all backups to ensure successful completion as well as the accuracy and completeness of all system and user backups.
- *-- Thoroughly investigates all operations problems and user complaints; clearly documents pertinent facts; provides follow-up for manual and system problem status reports; investigates and resolves routine hardware and communications problems; ultimately responsible to ensure prompt and complete problem resolution; routes other computer related problems to appropriate MIS personnel.
- *-- Meets with system users in other departments to determine needs, resolves problems within established guidelines using existing capabilities; reports user needs to Information Systems Director.
- *-- Writes, runs and maintains queries as requested by users.
- *-- Performs high level complex operations on the AS400 including authorized system administration functions, ongoing systematic review of all system activities.
- *-- Installs new operating software releases in order to keep system software at the most current level; reviews PTF status; orders, loads and applies PTF's as required to keep system software at the most current level.
- Performs system saves: responsible for all backup/program tape library and rotation for two AS400's, network servers and UNIX systems.
- Provides IS Director with monthly job accounting reports and graphs generated out of graphing software; generates and distributes weekly outstanding project reports to all MIS personnel.
- *-- Keeps Information Systems Director apprised of the status of operations on a regular basis. Immediately informs IS Director of any problems.
- *-- Assists in loading PC software; makes minor configuration changes to printers, terminals, personal computers, etc.; investigates, logs, follows up and assists when possible on complex hardware, software and communication problems.
- *-- Conducts weekly inventory counts, sets required minimums to allow for order lead time, and orders additional supplies to ensure uninterrupted operation; generates purchase orders for office supplies along with computer paper, ribbons and toner cartridges.
- *-- Performs general help desk functions.
- Assists PC Network Specialist with installing, moving, removing and maintaining PC's on the network.

- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Graduation from high school, and (1) year of experience working with IP phone systems. 2 years of experience working as a Computer Operator, or an equivalent combination of education and experience.

Special Requirements

- On-call availability for occasional server and phone system problems.

Necessary Knowledge, Skills and Abilities

- Thorough knowledge of practices, procedures and techniques of computer and peripheral equipment operation; skill in operating computers and all peripheral equipment; able to demonstrate first hand knowledge of computer operating systems and system architecture; may require experience in the preparation and maintenance of systems and operations documentation.
- Have working knowledge of PC Software problems and networks
- Have working knowledge of IP telephone systems including operational configuration of servers and telephones, voicemail servers, adds, moves, changes, apply software updates, and other system changes.
- Skills in the operation of AS/400 I series Servers with additional experience with computers, terminals, printers, personal computers and other computer related equipment; skill in determining and resolving routine hardware problems associated with the AS/400 I series server.
- Ability to resolve problems; must be capable of thorough research; ability to identify and document pertinent facts, develop alternatives and solutions.
- Ability to establish and maintain effective working relationships with users and other I.S. staff members; ability to read and understand technical manuals and instructions; ability to learn new methods and procedures on the computer; ability to communicate effectively both verbally and in writing; ability to teach people to use state of the art computer capabilities; ability to work under stress and time deadlines.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing and spreadsheet software; network and server computer system; fax and copy machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit; talk or hear; use hands to finger, handle, feel objects, tools, or controls; and reach with hands and arms. The employee is regularly required to walk.
- The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____

*Essential functions of the job.